

*To help the financially needy obtain high-quality health care that is affordable, promotes independence, and provides customer satisfaction.*



# MassHealth Customer Services

## Educational Session

# Agenda

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- Enhanced Customer Service Model
- What it Means to You – No Change
- What it Means to You – Change
- Future Enhancements
- Next Steps
- Questions and Answers

# Enhanced Customer Service Model

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- Consolidated operations
- Flexible staffing models
- Seamless issue resolution (provider/member)
- Enhanced communication and education
- Reduced administrative burden

# What It Means To You

## NO CHANGE!

- Payments/Remittance Advice
- 837 file format
- PCSS supported product
- Paper format
- REVS (eligibility)
- Prior authorization

## CHANGE

- New EDI claim submission process
- PCSS upgrade for web use
- New phone number
- New address

# What It Means To You – No Change

**NO CHANGE!**

- Payments/Remittance Advice
- 837 file format
- PCSS supported product
- Paper format
- REVS (eligibility)
- Prior authorization

# What It Means To You – No Change

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- Payments/Remittance Advice
- 837 file format
- PCSS - Supported product
- Paper format
- REVS – Eligibility verification
- Prior authorization

# What It Means To You - Change

## CHANGE

- New EDI claim submission process
- PCSS upgrade for web use
- New phone number
- New address

# New EDI Claim Submission Process

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- New EDI claim submission process
  - ✓ mass.gov, NEHEN, diskette/CD
- PCSS upgrade for web use
- New phone number
- New address



# New EDI Claim Submission Process (Cont.)

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## **May 16, 2005 – Testing**

- Pilot provider group
- Universal outreach to EDI provider network

## **June 23, 2005 – Production**

- New self service option on mass.gov
- NEHEN

## **July 1, 2005 – Contract live**

- 800-441-0323 for EDI questions until 7/1
- 800-841-2900 for provider/member customer service

# PCSS Upgrade for Web Use

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- Software upgrade
- Upgrade available beginning June 23, 2005

# **New Phone Number**

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**Effective July 1, 2005**

**1-800-841-2900**

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**For provider and member  
customer service**

# New Phone Number

## Current Numbers

- 703-917-4942 (fax)
- 888-848-5068
- 800-325-5231/617-628-4141
- 800-322-2909/617-567-4424
- 703-917-4943 (fax)
- 703-917-4937 (fax)

July 1, 2005

• 800-841-2900

## New Address - Effective July 1, 2005

- Paper, electronic claims, correspondence and provider enrollment applications sent by US mail:

**MassHealth Customer Service**

**Attention: Claims**

**P.O. Box 9118**

**Hingham, MA 02043**

- Paper, electronic claims, correspondence, and provider enrollment applications hand-delivered by UPS, FedEx, courier or hand:

**MassHealth Customer Service**

**75 Sgt. William B. Terry Drive**

**Hingham, MA 02043**

# Future Online Enhancements

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- Provider enrollment
- Credentialing and re-credentialing
- Provider training registration
- Customer information maintenance
- Chat for providers and members
- Customer surveys
- Request for provider claim summary information
- Publication ordering with order tracking

# Next Steps - Bulletin Board Submitters

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- Visit [mass.gov/masshealth](http://mass.gov/masshealth)
- Check frequently for email updates
- Confirm internet connectivity
- PCSS users upgrade
- June 23, 2005 – submit EDI claims to [mass.gov/masshealth](http://mass.gov/masshealth)
- Call 1-800-441-0323 with any questions

# Next Steps - All Providers

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- Visit [mass.gov/masshealth](https://mass.gov/masshealth)
- Ensure all appropriate staff receive this material
- Watch for other communications:
  - ✓ bulletins
  - ✓ remittance advice text
  - ✓ newsletters and emails
  - ✓ provider association updates and meetings
- Targeted workshops and outreach



**Thank you for attending this session**